

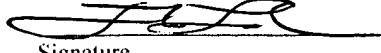
PATENT
Application No.: 09/902,280
Customer No.: 24943

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Name of Person Signing this Certificate June K. Jackson


Signature

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
Srinivas Venkatram)	Examiner: Kelvin E. Booker
)	
Application No:)	Art Unit: 2121
09/902,280)	
)	
Filing Date:)	RESPONSE TO OFFICE ACTION
07/10/2001)	DATED: February 11, 2004
)	
For:	"Knowledge Driven Systems)
	and Modus Operandi for)
	Customer, Client and Sales)
	Transactions")
)	
Customer No.:)	
24943)	

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AUG 23 2004

AMENDMENT

Technology Center 2100

Mail Stop AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

This is in response to the Office Action dated February 11, 2004, hereinafter, "the Office Action." The Office Action set a shortened period for reply of three months from the mailing date of the Office Action. A petition for a three month extension of time is enclosed which makes this response due on or before August 11, 2004.

The Application is believed by Applicant to be in proper condition for allowance. Accordingly, reconsideration and allowance of all claims are respectfully requested.